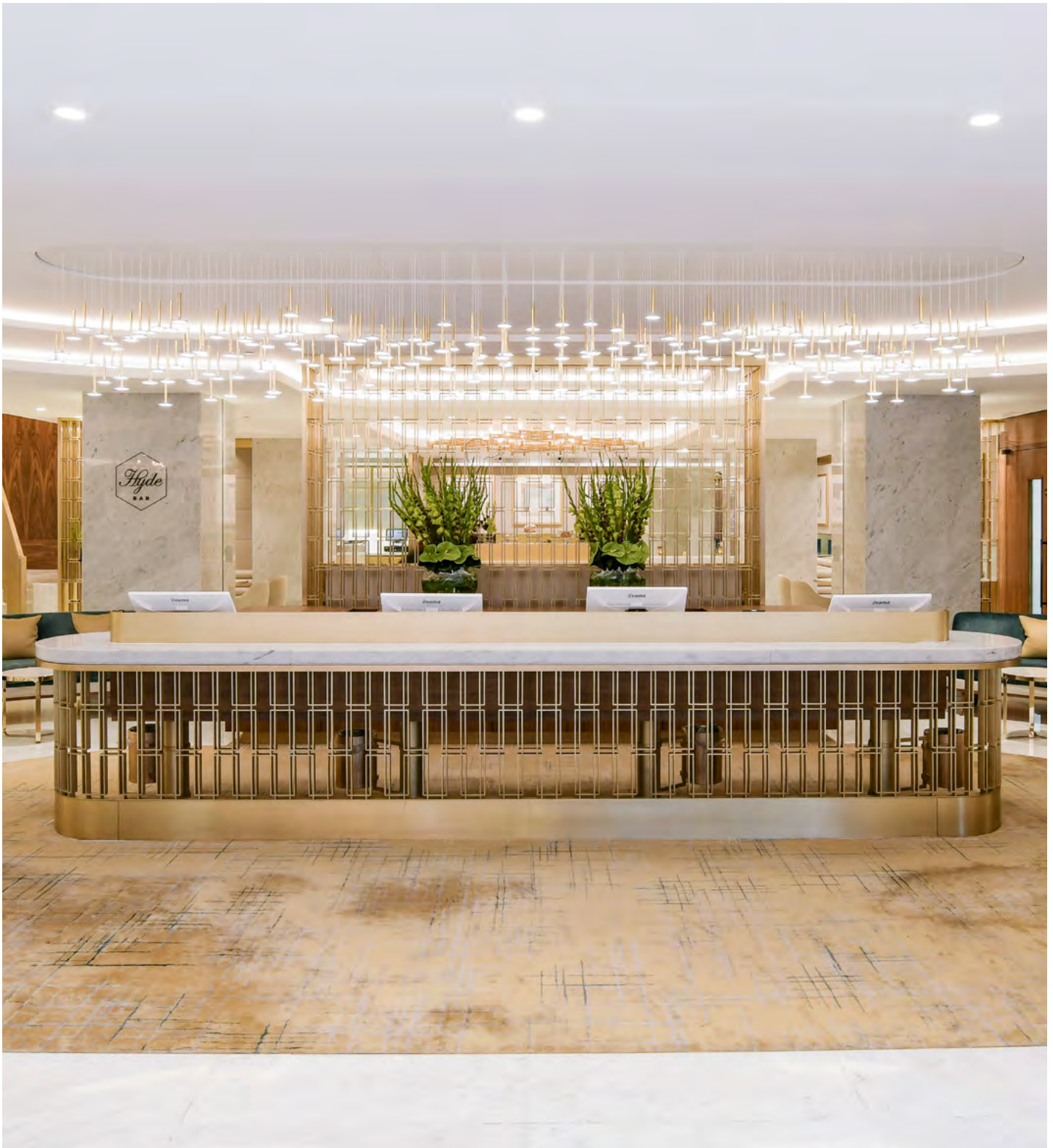


# HOSPSPACE 2023

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HOSPSPACE 16TH NOVEMBER 2023



**2023 Conference Brochure**

# Welcome to

# HOSPSPACE 2023

## BROUGHT TO YOU BY HOSPA

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### Delegate Feedback

Please use the QR code to complete a short survey on HOSPSPACE. Your feedback is invaluable to us to ensure we deliver the best possible conference to you in 2024 – provided by Gather.



### Raffle

We are selling raffle tickets today with proceeds going to our charity partner Springboard (<https://springboard.uk.net>). Thank you to our contributors for their generous donations.



## Conference Administration

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✕ f in #HOSPSPACE2023

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For security please wear your badges during the conference and the gala dinner.

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# Wishing you a warm welcome to HOSPSPACE 2023

Thank you to all of you for joining us today! We are always so inspired and delighted as we plan for HOSPSPACE each year that we continue to garner enthusiastic support from the industry.

We couldn't put on such a fantastic event at the superb Royal Lancaster London without the sponsors and exhibitors who continue to help us deliver HOSPSPACE with such professionalism. Please do take time to chat with all those who have enabled us to offer complimentary places to so many of our delegates today.

For many years HOSPSPACE has become a must-attend event for hospitality owners, finance directors, technology specialists and revenue management experts alongside all the commercial leaders in our industry. We endeavour to lead the way with impactful, wise speakers imparting their knowledge as we strive to create discussion and debate, enabling a clearer path forward for all our business professionals.

Although this year has been tough with rising costs and international unrest, we all continue to show resilience and determination – characteristics that define the hospitality industry, year after year.

HOSPSPACE continues to grow and we welcome all our many new members who have joined since HOSPSPACE 2022, as well as those from the Hotel Marketing Association (HMA) who we are pleased to have taken under our wing in its entirety

**“For many years HOSPSPACE has become a must-attend event for hospitality owners, finance directors, technology specialists and revenue management experts alongside all the commercial leaders in our industry. We endeavour to lead the way with impactful, wise speakers imparting their knowledge as we strive to create discussion and debate, enabling a clearer path forward for all our business professionals.”**



this year. 2023 saw HOSPSPACE deliver the long-established HMA Awards for the first time at Firmdale's Ham Yard Hotel in June. If you didn't join the celebration this year, please do so in 2024!

I, of course, cannot write this welcome without acknowledging the HOSPSPACE team. A massive thanks to the entire HOSPSPACE machine! They are all marvellous, without exception, and I am fortunate to benefit

from their skills and their moral support. HOSPSPACE is not a massive organisation but one filled with dedicated people, determined to make a difference. Helen M, Helen R, Amanda, Diana and Emily - you are all amazing and I appreciate you all every day, especially today. Each and every one of the team has made a difference to HOSPSPACE's ongoing success and I applaud them for their hard work. We are also benefitting from some kind volunteers today - thank you for donating your time.

I can also not forget the teams that support us week in and week out. Thank you, Katherine Doggrell for all your blogging - you always make us smile. Thank you, Sarah Duncan for your determination to save our planet and for guiding us and the industry with HOSPSPACE's ESG toolkit, your pragmatism is second to none. Thanks to Pic PR who are taking care of all our photography and videography today and will manage all of our social media and press coverage too. And particular thanks to Abbie-Jaye Wilson and the wonderfully quirky crowd at Pic PR – it's been a happy partnership for over six years. You haven't stopped surprising us with your creativity and collaboration.

Thank you to Peter Hancock for hosting today – and Lance Keirle behind the scenes – for your ability to lead us so seamlessly through HOSPSPACE each year and to the HOSPSPACE Board for your guidance and encouragement throughout the calendar year. Finally, thank you to Harry Murray for being the most dignified and elegant HOSPSPACE President.

Here's to our best ever HOSPSPACE! But, before I go, mark your diaries – HOSPSPACE 2024 will be on Thursday, November 14th. See you there!



# Event Programme

08:00	<b>Registration &amp; Exhibition Opens</b>			
09:00	<b>Conference Opening</b>   Peter Hancock (Conference Host), Harry Murray (HOSPA President), Jane Pendlebury (HOSPA CEO)			
09:15	<b>Review of 2023 &amp; Insights into 2024</b>   Mark Edwards (BDO), Kathrin Cockhill (HotStats), Jerome Wise (Amadeus)			
09:50	<b>An Economist's View</b>   Thomas Pugh (RSM)			
10:10	<b>Leaders Panel</b>   Kate Nicholls OBE (UKHospitality), Joanne Taylor-Stagg (The Athenaeum), Susan Bland (RBH), Andrew Henning (Grosvenor House Suites) <i>Moderator: Robin Sheppard (Bespoke Hotels)</i>			
10:50	<b>USALI (Uniform System of Accounts) - an Update on the 12th edition</b>   Carson Booth (HFTP)			
11:00	<b>Refreshment Break</b>   Sponsored by Fourteen IP			
11:30	<b>Workshop Session 1</b>	<b>Room A:</b> HiJiffy	<b>Room B:</b> WMT Troncmaster Services Ltd	<b>Room C:</b> Mews
12:15	<b>Workshop Session 2</b>	<b>Room A:</b> Sabre	<b>Room B:</b> Percipient	<b>Room C:</b> SHR Group
12:45	<b>Lunch Break</b>   Sponsored by Fourteen IP			
14:15	<b>HOSPA 300</b>   Sponsored by Fourteen IP			
14:20	<b>Preparing for the impact of AI on the hospitality industry</b>   Gavin Allison (Lore Group), Adrian Bingham (Leonardo Hotels) <i>Moderator: Carson Booth (HFTP)</i>			
14:45	<b>HOSPA 300</b>   Sponsored by Agilysys			
14:50	<b>Technology – enabling or restricting the art of hospitality?</b>   Steve Johnson (RUCKUS), Danica Smith (Shiji), Wesley Thompson (Barclaycard Payments) <i>Moderator: Caroline Baldwin (The Caterer)</i>			
15:15	<b>Refreshment Break</b>   Sponsored by Fourteen IP			
15:45	<b>Wellness – What our guests really want &amp; what they need!</b>   Introduction from Peloton Instructors, Daniel Sprung (Peloton), Emlyn Brown (Accor) <i>Moderator: Daniel Fryer</i>			
16:20	<b>Enhanced marketing &amp; revenue management strategies for increased profitability</b>   Inna Nekrassova (The Lanesborough), Liz Callaghan (Cheval Collection), Jodie Wilson (Crerar Hotels) <i>Moderator: Hollie McHugh (Net Affinity)</i>			
16:55	<b>HOSPA Professional Development</b>   Jane Pendlebury (HOSPA), Janel Clark (HOSPA Professional Development)			
17:05	<b>Hospitality Families – The Power of Trust</b>   Veryan Palmer (The Headland Hotel), William Gibbs (Sir Richard Sutton Hotels), Jonathan Raggett (Red Carnation Hotels) <i>Moderator: Natalie Oldfield (Success Through Trust)</i>			
17:40	<b>Closing Remarks</b>   Jane Pendlebury (HOSPA)			
18:00	<b>Drinks Reception followed by Gala Dinner</b>   Sponsored by Keystep Solutions			
19:00	<b>During Gala Dinner - Inspirational Leader Awards</b>   Dinner, music and entertainment in the bar until 1am			

# Workshops

Please find below the schedule of Workshops for HOSPACE 2023.

	Session 1 - 11:30	Session 2 - 12:15
Room A	 <h2>Using AI to boost revenue and automation: real stories of success</h2> <p>Diving into their first-hand experience with implementing Artificial Intelligence, hoteliers will share their essential learnings and best practices in driving more direct bookings, enhancing guest experience and reducing staff workload. Learn how AI was used to reduce OTA dependency and streamline operations. Get advice on tackling challenges with hotel systems integration, and how to ensure your team adopts new technologies.</p> <p><b>Moderator:</b> Shaun Sequeira, Country Lead UK &amp; Ireland, HiJiffy</p> <p><b>Speakers:</b> Alicia van Wyk, Marketing Project Manager, Lamington Group Harjit Lalli, Digital Marketing Manager, Point A Hotels</p>	 <h2>The next wave of revenue powering hospitality</h2> <p>In an ever-changing industry, hoteliers are looking for ways to drive growth and increase demand more than ever. So how do hoteliers identify the right priorities and develop a strategy to optimize revenue while keeping their competitive edge? In this session, you'll learn how retailing is changing hospitality as hoteliers drive revenue beyond the room and how hoteliers can tap into the tools to provide operations efficiencies to Go Beyond.</p> <p><b>Speakers:</b> Guy Barnes, Head of Sales Europe, Sabre Hospitality Nick Jeffery, VP Sales International, Sabre Hospitality</p>
Room B	 <h2>Navigating the Employment (Allocation of Tips) Act</h2> <p>Meeting the challenges of the Employment (Allocation of Tips) Act. The Government's new tips legislation is expected to come into force in early 2024 and will affect every hospitality business in the UK. In this workshop you will get the latest news and detailed overview of the rules and how WMT's exclusive TroncBox software can help you navigate your new legal obligations.</p> <p><b>Speaker:</b> Peter Davies, Managing Director, WMT Troncmaster Services Ltd</p>	 <h2>Automating and Integrating the Hospitality Finance function</h2> <p>When it comes to financial applications, the cloud offers compelling and unmatched advantages for deploying business software. Rather than continuing to invest in antiquated on-premise systems, leading hospitality organisations have turned their focus to cloud-enabled software, recognising the need for flexible and agile financial applications that are easy to integrate, configure and update.</p> <p><b>Speakers:</b> Chris Stock, Managing Director, Percipient (moderator) Tom Haley, CFO, The Other House Chris Power, Finance Systems Manager, LGH Hotels Management</p>
Room C	 <h2>Thinking beyond beds. Realise untapped revenue around your hotel</h2> <p>Could you be making more profit simply by selling the spaces around your hotel differently? The right technology could help you think differently and easily diversify your revenue streams.</p> <p><b>Speaker:</b> Pooja Naidu, Senior Product Director, Mews</p>	 <h2>Cultivating loyalty. A vital tool for success in 2024</h2> <p>Join us as we unpack the challenges around how hotels drive and maintain customer loyalty in the midst of ever-changing market forces and shifting consumer demographics. How can you unlock the power of predictive analytics to anticipate customer needs and deliver a tailored hospitality experience for your guests more profitably?</p> <p><b>Speaker:</b> Anna Tarnovskaya, Pre-Sales Manager, SHR Group</p>

Get involved, find us on    #HOSPACE | [www.hospace.org](http://www.hospace.org)

# Speaker Listings

## Programme Speakers



**Peter Hancock**  
Conference  
& Awards Host

Peter Hancock is a professional speaker, conference and awards host. From 2000—2021 he was Chief Executive at Pride of Britain Hotels and before that was Group Publishing Director at Johansens. He is an ambassador for the Gold Service Scholarship. He is a Fellow of HOSPA, a Fellow of the Institute of Hospitality and a Master Innholder. In 2021 he received the Hotel Catey award for 'Outstanding Contribution to the Industry' and was recently appointed Chair of the Quality Advisory Board for VisitEngland and the AA.



**Harry Murray**  
MBE MI FIH  
HOSPA President

Distinguished Hotelier Harry Murray MBE was elected President of HOSPA in 2018 as it entered a key period of attracting British talent into the hospitality industry. His election was based on his prominence in the industry, his reputation and previous involvement with HOSPA. Harry has managed luxury hotels across five decades and has been recognised with numerous awards for his tireless efforts to raise standards of excellence. His awards include an MBE for services to the hospitality industry, Hotelier of the Year, Catey Lifetime Achievement Award, AA Lifetime Achievement Award, and an Honorary Doctorate of the University of Essex.



**Jane Pendlebury**  
HOSPA CEO

Jane Pendlebury is a successful and well-known personality within the worldwide hospitality arena, her career has been dedicated to hospitality. Ambition and enthusiasm have resulted in high achievements and recognition in the field. Jane ran the Membership and Events office for HOSPA from 2014-2016 before being promoted to CEO. Her involvement in HOSPA (previously BAHA) started many years ago as a Member and a Corporate Gold Sponsor. Jane has been part of the operations team for HOSPACE since 2010.



**Mark Edwards**  
Partner, BDO LLP

Mark is a partner in the Consumer Markets sector in London and has spent 12 years specialising in advising businesses in the hospitality sector. Mark has extensive experience with family businesses, PE backed entities and large, international listed businesses. Mark gained commercial experience when appointed interim FD at an international wholesale business in the retail sector. His client experience: Malmaison & Hotel Du Vin, Hoxton Hotels, Marriott International, Hyatt Regency London – The Churchill, Four Seasons hotels, Thistle Hotels, Prezzo, Tasty, Hotel Chocolat, West Cornwall Pasty and Tossed.



**Kathrin Cockhill**  
Commercial Director,  
HotStats

Kathrin is Commercial Director at HotStats. HotStats provide monthly P&L benchmarking & market insight for the hotel industry. Collecting monthly detailed financial data from over 11,500 hotels worldwide from over 167 brands and independent hotels, HotStats provide over 550 different KPIs covering all operating revenues, payroll, expenses, cost of sales and ultimately departmental & total hotel profitability. Prior to joining HotStats in September 2021, Kathrin held multiple Commercial and Sales roles at Hotel and Corporate level across Branded and Independent Hotel Groups. As part of her role, she now heads up the Business Development team globally.



**Jerome Wise**  
Vice President –  
Enterprise Clients  
and UK and Ireland,  
Hospitality, Amadeus

Jerome has been with Amadeus Hospitality since 2005, initially joining the company to set up and run the Digital Media, Web and SEO teams. Over the past five years, he has focused on bringing in new business from large Enterprise clients, which are often complex sales and require ongoing management and coordination. Prior to joining Amadeus Hospitality, Jerome worked for Hilton Head Office as well as TravelPort.



**Thomas Pugh**  
Economist, RSM UK

Thomas Pugh is our UK economist with a wealth of experience in analysing economic events in the UK and around the world. He provides insightful and accessible commentary on how these events affect businesses in the real economy. Thomas started his career in economics at HM Treasury during the financial crisis then moved to Capital Economics during the Brexit negotiations. Thomas is regularly quoted and interviewed by the UK's financial media, such as the BBC and the Financial Times, and frequently presents his thoughts and insights on the UK economy to businesses and conferences.



**Robin Sheppard**  
President,  
Bespoke Hotels

Robin has been an hotelier for 50+ years. In 2000 he co-founded Bespoke Hotels the UK's leading independent hotel group with circa 100 properties. Winner of the Hotel Catey and Oxford Brookes awards for Outstanding Contribution to the Hospitality Industry, plus the AA Lifetime Achievement Award to the Industry. He was also the Government's first Hospitality Sector Champion for Disabled People. His greatest achievement has been to fight back from GBS, a totally paralysing illness. His slow recovery inspired him to launch [www.bluebadgeaccessawards.com](http://www.bluebadgeaccessawards.com) in conjunction with RIBA encouraging better design and empathy from architects, interior designers and hospitality professionals alike.



**Kate Nicholls, OBE**  
CEO, UKHospitality

Kate was appointed CEO of UKHospitality, the powerful voice representing the broad hospitality sector, in April 2018, having previously worked as CEO and Strategic Affairs Director of the ALMR. After gaining a degree in English and a post-graduate diploma in competition law, Kate worked as a researcher in the House of Commons and European Parliament before joining Whitbread as Government Relations Manager, starting her career in hospitality in 1993. Kate was Director at one of the largest independent public

affairs companies, working with a number of hospitality, retail and leisure accounts before establishing her own strategic communications consultancy in 2000. She is a graduate of Fitzwilliam College, Cambridge and Kings College London.



**Susan Bland**  
Managing Director  
UKI, RBH

With more than 30 years in the industry, Susan's passion for hospitality is infectious. Having joined RBH in 2011, she oversees all operational and commercial activity across the business and is responsible for the portfolio's performance. Having launched RBH's Giving Something Back programme in 2021, Susan has been key to developing and implementing the business's ESG strategy. An influential hotelier, she previously held the role of Chair of the Hospitality Employers Group (HEG) and is currently Chair of both the IHG's Owners Association's Europe Regional Council and Global Sustainability Committee, as well as being on its Global Board of Directors.



**Andrew Henning**  
General Manager,  
Grosvenor  
House Suites

Andrew Henning joined Grosvenor House Suites as General Manager in April 2021. Andrew took over at a crucial point in Grosvenor House Suites' history, transitioning the property from management under Jumeirah Hotels & Resorts to Highgate. During his expansive career, Andrew has worked through Food and Beverage operations and hotel openings in private and corporate hotels and resorts globally, from the U.S.A. to Ghana, Jordan and Dubai. Before joining Grosvenor House Suites, Andrew spent 14 years with Starwood Hotels & Resorts where he held numerous General Manager positions. Andrew now assumes further responsibility as Managing Director for London for Highgate.



**Joanne Taylor-Stagg**  
General Manager,  
The Athenaeum

Joanne is a seasoned hospitality professional with over 25 years' experience, holding many senior roles in that time. She uses creativity and leadership to facilitate the growth of her team and the establishments, delivering

record-breaking revenue, exceeding guest and team satisfaction whilst managing positive owner relationships. Joanne has overseen multi-million-pound refurbishments, worked on acquisitions and refinancing deals. Progressing and nurturing young talent is a passion of Joanne's. She played a pivotal role in setting up the inaugural IHG Academy helping the young and long-term unemployed return to work. She worked with Dr Hilary Cooke to create Master Innholders Developing Additional Skills (MIDAS) in response to the exodus of young talent from the industry due to Covid. Joanne is a Fellow of the Institute of Hospitality, a Master Innholder and St Julian's Scholar.



**Carson Booth**  
COO EMEA, HFTP

Carson brings over 30 years of global hospitality technology experience and most recently is the COO EMEA for Hospitality Financial and Technology Professionals (HFTP®), a global non-profit industry association and the producers of the Uniform System of Accounts for the Lodging Industry (USALI), as well as the world's largest hospitality technology tradeshow and conference, HITEC. Prior to this, he has served in both CEO and COO capacities for technology startups, and was previously in concurrent roles of global Vice President Property Technology and General Manager (SILC), for Starwood Hotels & Resorts Worldwide. Carson serves on several boards and lives in Berlin while enjoying traveling, yoga and playing chess.



**Gavin Allison**  
Head of Technology,  
Lore Group

Gavin is the Global Head of IT for Lore Group. With a distinguished career spanning over 20 years in the hospitality sector, he has held pivotal roles at companies such as Cheval Collection, Mandarin Oriental and Four Seasons. Gavin has led IT teams in these roles, defining strategic tech directions for numerous hotels across the UK and the Americas. Currently, he leads the technology and innovation strategy at Lore Group, reinforcing the company's commitment to modern solutions and forward-thinking approaches.



**Adrian Bingham**  
Head of Customer  
Contact and Data  
Integration,  
Leonardo Hotels

25 Years hospitality technology experience working with some of the largest hotel brands in the world, including senior global contact centre roles for large hotel groups, including roles in Reservations, Loyalty Programs and Customer Service. Currently fulfilling a role specialising in overall guest experience, hotel technology, the practical use of data, Robotic Process Automation and Artificial intelligence and how this can be used in hotels and offices to optimise the guest and employee experience whilst ensuring the human element of hospitality is retained.



**Steve Johnson**  
Region Director,  
North and East Europe  
RUCKUS Networks

Steve Johnson is Senior Director, North and East Europe, for RUCKUS Networks. Prior to his eight year tenure at RUCKUS, Steve spent time in management roles at Tech Data, 3Com and Extreme Networks. A long standing in the network industry is mapped to a history of deep and successful engagements with education establishments of all sizes.



**Danica Smith**  
Director of Product  
Engagement,  
Shiji Group

Danica Smith is a hospitality professional with more than 10 years of experience, excelling now as the Director of Product Engagement & Strategy at Shiji ReviewPro in Barcelona, Spain. She demonstrated exceptional leadership, orchestrating product launches, aligning departments for growth, and fostering a culture of learning. Her skills include Stakeholder Engagement, Analytical Skills, Team Leadership and Sales Management. Danica also made valuable contributions as a Product Specialist and UK Sales Manager at Shiji ReviewPro, driving sales and guest satisfaction. Previously, at Apex Hotels in London, she increased visibility and brand awareness. Danica's expertise and dedication make her a standout leader.



## Speakers



**Wesley Thompson**  
Head of Hospitality  
& Leisure, Barclaycard  
Payments

Wes Thompson is an experienced strategic sales leader with over 20 years experience in payments and payments technology. He currently leads Barclaycard's UK Large Corporate Hospitality & Leisure team of Sales and Relationship Management consultants. The portfolio includes Hotels, Restaurants, Pubs and Leisure clients as well as takeaway food marketplaces. Wes also has experience of growing a startup Hospitality and Leisure Fintech business.



**Caroline Baldwin**  
Features and Special  
Projects Editor,  
The Caterer

Caroline Baldwin is a well-respected editor, writer and journalist based in London, currently working at The Caterer magazine. As Features and Special Projects Editor she writes and commissions long-form content and analysis articles on the latest developments in the hospitality industry, as well as co-ordinating a number of the magazine's events. Caroline's expertise lies in the hospitality, food, technology, retail and consumer trends space, having worked at senior positions at a number of B2B titles including Computer Weekly, Retail Week, as well as the editor of Essential Retail.



**Daniel Sprung**  
Senior Director - B2B  
and Partnerships,  
Peloton

Daniel Sprung is a passionate person in all things sport! He started his career as a professional tennis player. After completing his MBA, Daniel combined his passion for sports with his professional life and spent over a decade contributing to leading consumer brands including Wilson, Salomon and Arcteryx winning the omni-channel consumer. He has led leading fitness equipment brand Precor since 2020 and with acquisition by Peloton in 2021, he has launched Peloton Commercial International, optimizing power of the giant Peloton brand for B2B settings especially to follow consumers and members on the go.



**Daniel Fryer**  
Founder, Daniel Fryer

Daniel Fryer is a mental health and wellbeing expert with nearly 20 years of experience. He has worked as a psychotherapist, hypnotherapist and coach in a variety of settings, including private practice, the NHS, occupational health, private healthcare and the Priory Hospital. He has developed workshops, webinars and live presentations, and delivered them to a variety of sectors. He provides regular wellbeing advice to the hospitality industry and is a best-selling self-help author. His next book How to Cope with Almost Anything with Hypnotherapy (Bloomsbury) is out May 2024.



**Emlyn Brown**  
Global VP -  
Well-Being, Accor

Emlyn is responsible for driving the strategic development and design strategy for wellness at ACCOR, seamlessly integrating the ethos of well-being into every facet of the customer journey. With an illustrious career spanning over 22 years, his journey into the world of wellness commenced in 1996, marking the genesis of his passion for transforming lives. Throughout his career, Emlyn has occupied various pivotal leadership roles, traversing the globe from Europe to the Middle East, Asia and the vibrant landscapes of China. He has been at the helm of group operations for renowned luxury spa and fitness companies. Prior to joining Accor, he was a senior lead at Resense Spas S.A as Global Design Director, and as Managing Director of Asia, accountable for the growth of the Resense portfolio in China and Southeast Asia. Emlyn was the wellness director at award winning consultancy, GOCO Hospitality, and has held senior positions at Six Senses Resorts & Spas where he was the regional director for Europe and later the operations director for Asia.



**Inna Nekrassova**  
Head of Revenue,  
The Lanesborough

Named in Boutique Hotelier's Power List 2023, Inna is an experienced hotelier with over 15 years in the industry. Covering a variety of operational and commercial roles, and specialising in the luxury sector of hospitality, her career to date includes the likes of Bulgari Hotels, Red Carnation Collection and Four Seasons. Today,

she heads the revenue and reservations departments at the world famous Lanesborough Hotel, part of exclusive Oetker Collection.



**Hollie McHugh**  
Marketing Director,  
Net Affinity

Hollie is the marketing director at Net Affinity, a Hotel Technology company who simplify the lives of hoteliers by delivering commercial success through direct bookings for Independent, Resort and Group hotels. As Marketing Director, Hollie oversees the Marketing team who provide best-in-class marketing to hotel clients across the UK and Ireland, Hollie also oversees Net Affinity's marketing strategy and brand.



**Jodie Wilson**  
Commercial Director,  
Crerar Hotels

Jodie is Commercial Director for Crerar Hotels Group which is a collection of 4\* & 5\* Hotels and Inns across Scotland and England. Experienced hotelier with 18 years in the industry. Working her way up through reservations and reception to eventually taking her first Revenue manager role 10 years ago at the iconic Midland Hotel in Manchester. Since then she has worked with the likes of Marriott and IHG.



**Liz Callaghan**  
Director of Revenue,  
Cheval Collection

Liz, Group Director of Revenue at Cheval Collection, oversees luxury serviced apartments in London, Edinburgh and Dubai. With a B.Sc. (Mgt) and a H.Dip. in Hotel Management from Trinity College Dublin, Liz boasts 20+ years of experience in 5\* and 4\* deluxe hotels and apartments in London. She joined Cheval in 2014 after roles in operations at Guoman Hotels and later focusing on Revenue and Reservations. With a history of key roles in revenue management and business development, she's been instrumental in Cheval's growth, both domestically and internationally, in the luxury market.





**Janel Clark**  
Programme Director,  
HOSPA Professional  
Development

An accomplished Educator who is passionate about the importance of Learning and Development and its commercial impact on people and profits. Following several years working in Revenue Management, Janel has used her extensive practical knowledge to create, develop and deliver numerous training courses, working with some of the world's leading educational establishments. She has experience across the full spectrum of hotels, from 5-star chain properties to independent boutique hotels, and has helped them embed, achieve and exceed best practice. A passionate industry expert, and a qualified educator, Janel is involved in creating programmes for both industry and hospitality schools, which introduce improved ways for hotels to make commercial decisions. Janel believes that one day, Revenue Managers will rule the world!



**Jonathon Raggett**  
CEO, Red  
Carnation Hotels

Jonathan is the CEO of Red Carnation Hotels, having joined the group in 2000, with a current portfolio of 18 properties worldwide. Most recently, Jonathan was honoured with receiving The AA Lifetime Achievement Award and has amassed many other awards throughout his 40 years within the industry. Jonathan is a current Chair of Trustees for Hospitality Action and has most recently helped raise close to £1 million for Cure Leukaemia by cycling the 'The Tour 21' in 2022. Jonathan remains passionate about the hotel industry. He looks forward to the anticipated opening of the newest Red Carnation Hotel in Edinburgh, 100 Princes Street, in March 2024.



**Veryan Palmer**  
Director, The  
Headland Hotel

Veryan Palmer, Director at the iconic Headland Hotel, Cornwall, has grown up in the independent hotel industry, with her family owning The Headland for the last 43 years. She started her career at The Goring, before progressing through senior operations roles at Cliveden House and The University of Oxford. A huge believer in the ability and skills of young

people, Veryan set up a young person placement scheme for 14 to 16 year olds, achieving a 91% retention rate into part time roles following the annual placement schemes concluding each September. She is a champion of everything that makes independent hotels the magical and inspirational places they so often are!



**William Gibbs**  
Hotels Director, SRS�

Currently Hotels Director at Sir Richard Sutton Limited (SRS�) William has held a variety of senior leadership roles across some of the UK's most reputable hospitality outlets — including The Hotel Collection, Westmont Hospitality Group, The Dorchester and Hamilton Hotel Partners. Recently he joined the board at HOSPA, and alongside his role at SRS�, he will be looking to strengthen the offering of one of the UK's foremost authoritative voices in hospitality.



**Natalie Oldfield**  
Success Through Trust,  
President

Natalie Doyle Oldfield has 25 years of experience in IT and has trained hundreds of technical team members to become Trusted Advisors to their clients using science-based programs. She is the author of The Power of Trust: How Top Companies Build Manage and Protect It, was recently recognized as one of Canada's Most Inspiring Women Entrepreneurs and has been named one of the world's Top Thought Leaders in Trust.

## Workshop Speakers



**Shaun Sequeira**  
Country Lead UK  
& Ireland, HiJiffy

Shaun is currently leading HiJiffy's growth in the United Kingdom & Ireland. He's driven by hospitality tech and is at the forefront of how conversational AI can empower hoteliers to improve efficiencies while boosting revenue. Shaun has a background in hospitality management and has previously worked at Four Seasons, the Rosewood Hotel Group and many other luxurious groups around the world. He now applies his knowledge from the industry to help hoteliers improve their tech stack in this ever-changing landscape.



**Alicia van Wyk**  
Marketing Project  
Manager,  
Lamington Group

Alicia leads the marketing and brand initiatives at Lamington Group, steering projects across their portfolio of hotels, serviced apartments and co-working brands. With a background in hospitality operations, including roles at Marriott, Intercontinental, ABode Hotels and the Dorchester collection, she transitioned into marketing, dedicating the last five years to delivering projects that significantly enhance guest engagement and amplify brand value.



**Harjit Lalli**  
Digital Marketing  
Manager.  
Point A Hotels

Harjit manages digital projects and marketing for Queensway with a core focus on website enhancement and elevation. She has a varied background having worked in industries from retail to hospitality over a course of 10 years - and counting! Inspired by the wants and needs of the digital customer, Harj strives to continually evolve digital products across the Queensway portfolio.



**Peter Davies**  
Managing Director.  
WMT Troncmaster  
Services Ltd

Peter is Managing Director of WMT Troncmaster Services and has been recognised as the leading industry expert on the subject of tips and troncs for almost 20 years. Peter works with hundreds of the UK's leading hospitality businesses helping them operate legal, fair, transparent and beneficial troncs systems for themselves and their teams. With a passion for his industry he enjoys public speaking and has contributed to trade and accountancy publications as well as making TV and Radio appearances. His wealth of experience in a niche market helps him to be the best at what he does and a highly sought after individual.

## Speakers



**Pooja Naidu**  
Senior Product  
Director, Mews

Pooja Naidu is a Senior Product Director at Mews, a pioneering hospitality tech company dedicated to crafting extraordinary guest experiences. With over two decades of unwavering commitment to innovation, Pooja boasts a remarkable career marked by transformative successes across diverse industries. Throughout her illustrious career, Pooja has been the driving force behind the creation and optimisation of cutting-edge B2C and B2B digital consumer products. Her influence extends far beyond the realm of hospitality, having made indelible impacts in retail, media, banking, publishing, sports tech, and now, the exciting world of hospitality.



**Nick Jeffery**  
Vice-President Sales  
International,  
Sabre Hospitality

Nick Jeffery leads the International Business Development team for Sabre Hospitality. A veteran of the Asia-Pacific Hospitality sector he joined Sabre back in 2009 after leading Account Management for IDeaS across Asia-Pacific since 2001. Prior to his roles with leading hospitality technology companies, he "cut his teeth" in Hospitality with the Intercontinental Hotel Group where he held a variety of roles during his 13 year tenure. Whilst with the Sydney Intercontinental he implemented the first automated Revenue Management solution for the Group globally which provided the catalyst for a rollout of the technology across six continents in the late 1990's.



**Guy Barnes**  
Head of Sales Europe,  
Sabre Hospitality

Guy Barnes leads the Sabre Hospitality sales team for Europe and is passionate about helping hotels generate more revenues through innovative ecommerce and distribution technologies. A commercial leader with 25+ years of experience in driving revenue performance, he is used to dealing with complex challenges and working with senior stakeholders as an advisor to develop revenue opportunities. Guy previously spent 18 years with IDeaS managing strategic relationships and leading new sales for enterprise hotel

groups in EMEA, and latterly airport parking globally. Prior to joining IDeaS, he held a number of corporate revenue management positions with Forte and then Macdonald hotels.



**Chris Stock**  
Managing Director,  
Percipient

Chris Stock is one of the founding members of Percipient. Established in 2003, Percipient was born out of a shared passion to deliver a better level of customer service than existing market players, through quality people and the right culture. Taking the helm as Managing Director in 2012, Chris was instrumental in establishing a partnership with Sage, with a focus on the delivery of best-in-class business software, backed by the talent of the Percipient team. Today, Percipient is a multi-award-winning Sage Intacct partner, delivering best-of-breed, cloud financial management solutions to businesses all around the UK.



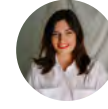
**Chris Power**  
Finance System  
Manager, LGH Hotel  
Management

Chris Power has been the Finance System Manager at LGH Hotel Management for the last five years. LGH manage over 40 properties across the UK, branded as Holiday Inn, Crowne Plaza and Best Western. The company has just successfully implemented Sage Intacct. Prior to LGH, Chris worked in a number of sectors implementing and managing a variety of ERP and finance platforms, often integrating 3rd party applications.



**Tom Haley**  
CEO, The Other House

The Other House is a new lifestyle brand of Residents Clubs redefining the hospitality market. Effortlessly combining home comforts and apartment-style living with hotel services, residents can stay for a day or a year. It is intriguing, bold and committed to sustainability - rather like its residents - and with everything available on The Other House app, it is their other house for as long as they are in town. Tom Haley leads the financial operations at The Other House, most recently overseeing the integration of their Sage Intacct accounting system. He also oversees the ESG department, ensuring alignment with financial decisions.



**Anna Tarnovskaya**  
SHR Group

Anna completed her Master's in International Tourism Studies with the Erasmus Mundus Programme which took her to Denmark, Slovenia and Spain where her hospitality career started at Ritz Carlton. Her diverse experience spans across independent high-end properties to global chains and Anna has worked in various roles within this vertical. From front office operations to back-office technology platforms and solutions - it's here that Anna developed her passion and enthusiasm for the complex world of CRM. Having worked at a number of global hospitality tech companies, Anna specialised in CRM and brings with her a wealth of knowledge and expertise in loyalty and marketing.

## HOSPA 300



**Matthew Prosser**  
Senior Sales Director,  
EMEA, Agilysys

Matthew has over 25 years' experience in the technology and hospitality sectors. His hospitality career began over 25 years ago in the Far East and includes senior management roles with 5-star hotels. Matthew then took his experience into the technology sector where he has helped to shape how hospitality businesses can benefit from technology. Prior to Agilysys, Matthew has held a number of senior technology strategy roles including serving as Managing Director at MPower MSL where they used technology to help transform the sports, leisure and hospitality sectors.

# Headline Sponsors



## Percipient

We specialise in giving hotel and hospitality businesses a clear view of their performance, using world-class finance solutions, to help them work better, faster and smarter. Key to all this and supporting the evolution of the finance function is the right technology. Digital-savvy hoteliers are taking advantage of technology to turn the massive amounts of data

we're all dealing with into robust business insight. With the right technology in place, it's possible to build a proactive finance function, moving beyond analysing profits and instead really driving organisational purpose.

Our hospitality customers are always pushing forward, seeking continuous improvement with the latest technologies, to achieve that competitive edge. The cloud-based technology we use allows us to deliver this and more, providing an innovative foundation for our customers to quickly adapt as their strategies evolve.

From luxury 5-star retreats and spa hotels, to restaurants, tour operators and other hospitality specialists,

we work collaboratively to provide creative solutions that enable you to work smarter and grow your business.

Based on the Uniform System of Accounts for the Lodging Industry (USALI), our solutions help to break down the barriers of international trade and provide a commonality to internal processes. With a single operational view of your business, you'll gain a deeper, end-to-end understanding of your business performance in real-time, allowing you to report, plan, and forecast both insightfully and accurately.

Learn more about Percipient at [www.percipient.co.uk](http://www.percipient.co.uk) or contact the team at [info@percipient.co.uk](mailto:info@percipient.co.uk) to arrange a bespoke demonstration and get all your questions answered.



## RUCKUS

RUCKUS delivers purpose-driven networks that offer the best possible performance for the unique needs of the hospitality industry. Together with our network of trusted go-to-market

partners, we empower hospitality brands to deliver a differentiated level of connectivity to their guests and employees, no matter what. Because when "good enough" networking just isn't good enough, hospitality leaders turn to RUCKUS.

Guest experience is the only metric that matters in the hospitality industry. There's a high bar to meet, but the right network can lay a solid foundation for exceptional experiences and improved brand loyalty. That's the reason so many hospitality properties turn to

RUCKUS® for technologies that deliver exceptional guest connectivity experiences. A RUCKUS network delivers immediate and long-term ROI through a combination of revenue generation and operational cost reductions.

A RUCKUS network delivers VIP experiences for every guest with:

- Wi-Fi and switching connectivity
- IT and OT convergence
- IoT integration
- Analytics
- Safety, security and loss prevention

# Premium Sponsors



## Net Affinity

Say hello to the future of hotel booking technology. Personalised, powerful, precise.

Net Affinity's booking engine is the newest technology on the market. Feature-rich, lightning fast and made for mobile, it's everything your guest needs from their booking experience.

This new piece of technology has been built from the ground up, with years' worth of our knowledge and learnings applied. Hosted using the most modern cloud infrastructure

and built around APIs, it enables us to artfully link all your tech together, propelling your systems toward extraordinary heights.

Our team are some of the brightest and most innovative in the business. Their knowledge and commitment to always providing the best service possible has led us to where we are now – the future of booking direct.



## Cvent

Cvent is a leading meetings, events, and hospitality technology provider with 4,800+ employees and 21,000+ customers worldwide. Founded in 1999, the company delivers a

comprehensive suite of hospitality solutions and offers a global marketplace where event professionals collaborate with venues to create engaging, impactful experiences. Cvent is headquartered in Tysons, Virginia, just outside of Washington D.C., and has additional offices around the world to support its growing global customer base. Cvent Supplier & Venue Solutions offer hoteliers and suppliers direct access to more than

\$14 billion in events business that is sourced each year through Cvent. The platform optimises marketing, sales, and operations for properties and chains and connects suppliers to more than 110,000 event planners that rely on Cvent to find great venues and manage their events and corporate travel programmes.

For more information, please visit [Cvent.co.uk](http://Cvent.co.uk).



## Exponential-e

Exponential-e has provided world-class technology services for the Hospitality & Leisure sector for over 15 years and today, we are one of

the fastest-growing private companies in the UK, delivering fully integrated solutions, tailored to the sector's unique challenges.

By combining our secure and super-fast 100GigE Network with Cloud and Voice infrastructure, we provide the means to optimise the guest experience, including Managed LAN & WiFi, Connectivity, IPTV, In-room Entertainment, Cyber Security, and Managed IT Services. This evolving portfolio and our deeply consultative

approach enable us to maximise the performance of sites and applications, maintain world-class data protection, and deliver tangible cost savings.

The result: unforgettable experiences for every guest that inspire repeat visits and build brand reputation.

We are trusted by over 3,000 customers, with 96% reference-ability and nine ISO accreditations. We were also the first company to display our industry-leading Net Promoter Score live on our website.



## Premium Sponsors



### Shiji

Shiji Group is a global technology network for the hotel, retail, food service, and entertainment sectors, aiming to connect businesses globally. They offer a wide range of software

solutions and services, including hotel management tools, payment gateways, data management, and more. Established in 1998 as a hotel network solutions provider, Shiji Group now has 5,000 employees in 80+ subsidiaries and brands, serving 91,000+ hotels, 200,000+ restaurants, and 600,000+ retail outlets, with ongoing global expansion.

Shiji's portfolio includes POS systems, property management

systems, distribution solutions, and more. Partnered with Alibaba, Shiji Group built cloud technology platforms to facilitate data exchange across industries. Their mission emphasizes cross-industry integration to connect supply chain levels, from guests to suppliers. Shiji Group aims to help clients enhance customer service through a secure, user-friendly, and interconnected technology network.



### Barclaycard Payments

Barclaycard Payments, part of

Barclays Bank PLC, is a leading global payment business that helps consumers, retailers and businesses to make and take payments flexibly, and to access short-term credit. In the UK we process nearly £1 in every £3 spent using credit and debit

cards, and in 2021 we processed over £270bn in transactions globally. We also partner with a wide range of organisations across the globe to offer their customers or members payment options and credit.

## Wellness Sponsor

# PELOTON

### Peloton

The most sought-after fitness experience out there, enhanced for your exercisers and hotel.

Elevate your wellness offering by bringing guests the game-changing, mind-and-body fitness experience they want.

90% of Peloton Members surveyed\*

are more likely to stay at a hotel with a Peloton Bike than one without. As a Peloton destination, you'll attract our millions of Members worldwide and help your guests maintain healthy habits while on the go.

#### Redefining room service

Bringing motivating guided workouts, meditation, yoga, and more to arm's reach, the Peloton Bike offers a complete wellness experience flexible to both business and leisure stays. From the comfort of guest rooms, the Bike helps

drive premium room rates with an elevated stay.

#### Put yourself on the map

Meet Hotel Finder, our dedicated travel tool for our millions of Members worldwide—and a no-cost marketing moment for you as a Peloton destination. Members can find you by location, brand name, or loyalty program. Get on their radar, so they can book directly and keep their streak alive.

\*Based on a survey of approx. 800 currently subscribed Peloton Members who travel 3+ times per year, conducted by Peloton in August 2022.

## Welcome Sponsor



Sky

Sky Business is the business-to-business division of Sky.

No matter the size or sector, Sky Business keeps businesses connected and customers entertained with their next generation network and unrivalled live sport and entertainment.

Everything we do at Sky Business is guided by three promises. We're always innovating, it's in our DNA. Making our customers everyday easier, with next-level support and continually invest in business, with business grade commitments.

## Name Badge Sponsor



Howden

Howden is a group of insurance experts, with the experience to deliver for our clients and the motivation to help them thrive. Whatever cover you're looking for, we have market-leading experts who can

help. And no matter how complex the challenge or unique the situation, we can get the right people in the room and create the right solution for you.

## Lanyard Sponsor



CNN

CNN Worldwide is the most honored brand in cable news and globally people can watch CNN International in over 200 countries and territories. CNN Digital is the #1 online news destination, with more unique visitors than any other news source. The

award-winning portfolio includes non-scripted programming from CNN Original Series and CNN Films for broadcast, streaming and distribution across multiple platforms.

## HOSPA 300 Sponsor



Agilysys

Agilysys helps properties optimise Return on Experience for guests and staff so they can achieve High Return Hospitality. Agilysys is the only hospitality software provider that

synthesises data and workflows to elevate guest experiences, increase wallet share, and provide greater job satisfaction and retention across a singular platform.

# Daytime Food & Beverage, Event and HOSPA 300 Sponsor



## Fourteen IP

Fourteen IP is a Global Carrier and Systems Integrator to the hospitality industry, providing Cloud Telephony, Guest Internet Access and AI-Powered Virtual Agent solutions across Europe and North America.

Founded in 2011, Fourteen IP has established itself as the leading provider of cloud telephony services to the hospitality sector, with its Evolution Voice service being deployed in over 330,000 hotel rooms across 24 countries.

Our AI-powered Evolution Virtual Agent service (EVA) is transforming guest services by providing human-like hotel voice interactions 24/7/365, typically reducing calls to front desks by 75%. Approved and preferred by

multiple hotel brands, EVA handles repetitive questions, enabling your teams to focus on the human side of hospitality and deliver exceptional guest experiences.

Fourteen IP supports leading hotels and groups worldwide, together with individual boutique and independent hotels.

For help and advice call +44 1942 369196 or email [sales@fourteenip.com](mailto:sales@fourteenip.com)

For more information, please visit [www.fourteenip.com](http://www.fourteenip.com)

# Dinner, Drinks & Entertainment Sponsor



## Keystep Solutions

Keystep Solutions specialise in electronic RFID & Digital Key locks for the hotel, leisure, and student accommodation sectors. We have shattered the stagnation and lack of customer service that has dominated

the sector for decades with Keystep being the first company to fit Bluetooth Low Energy (Bluetooth LE) as standard in all its locks.

Whether the requirement is for a new install or a retrofit to replace old worn-out locking systems, our Opendoor Solution provides a selection of door handles to suit. Built to last and meeting or exceeding all statutory safety standards and with our industry leading 3-year warranty you know your guests will be well looked after.

Regardless of whether your

preference is to have contactless RFID card technology, or you choose to use Smartphone technology to enable guest entry or both you can relax knowing you have full support included with your solution.

It's a "no brainer" Opendoor by Keystep Solutions.

For more information visit [www.keystep.solutions.co.uk](http://www.keystep.solutions.co.uk), email [andrew.evans@keystep.co.uk](mailto:andrew.evans@keystep.co.uk) or call 08443-510805.

# Event Sponsors

## AMADEUS

### Amadeus

Amadeus powers more personalized and authentic travel experiences. Our solutions are designed to enrich every stage of the traveller journey and help hospitality providers acquire, service, and retain guests by profitably driving demand and converting them into loyal fans. Backed by over 30 years of experience, we design open, cutting-edge software to provide the most efficient, trusted, and reliable systems for our customers.



### BT

BT is the leading provider of guest wi-fi in the UK, delivering a high quality and trusted service to over 1.6 million daily users. From high street retailers to premium hotels, we offer a range of tailored solutions to provide our partners with hassle-free and cost effective wi-fi to drive additional value to their business.

## DISCOVER<sup>®</sup> Global Network

### Discover Global Network

Discover<sup>®</sup> Global Network, Three payments leaders, one powerful network. Discover Global Network is built on the reach, capabilities and expertise of our brands: Discover<sup>®</sup>, Diners Club International<sup>®</sup> and PULSE<sup>®</sup>. Discover Network process billions of transactions annually and partner across the industry to power payments globally.



### Eproductive

Eproductive provides EPS, the leading people management system designed exclusively for hospitality businesses by hospitality professionals. EPS is an HR and labour scheduling solution with T&A and an employee app, and is integrated to multiple payroll systems, increasing efficiency and control. The system is used in hundreds of hotels in the United Kingdom, Ireland, and the Netherlands.



### Fourth

Fourth is a leader in data-driven workforce and inventory technology for the hospitality, restaurant, and retail sectors. Our intelligent solutions enable our customers to optimise operations, drive profits and empower employees, underpinned by analytics and AI forecasting. Fourth is trusted by over 15,000 customers globally, with 2.5 million users across 100,000 sites.

## FREEDOMPAY

### FreedomPay

FreedomPay is The World's Open Payment Platform, revolutionising existing payment systems and processes from legacy to leading edge while being the premier choice for many of the largest hospitality companies across the globe. FreedomPay's secure technology has been purposely built to deliver rock solid performance in highly complex hospitality commerce environments.



### Howden

Howden is a group of insurance experts, with the experience to deliver for our clients and the motivation to help them thrive. Whatever cover you're looking for, we have market-leading experts who can help. And no matter how complex the challenge or unique the situation, we can get the right people in the room and create the right solution for you. Max Palmer-Jeffery, Business Relationship Executive, max.palmer-jeffery@howdeninsurance.co.uk



# Event Sponsors



## HRC

HRC, Hotel, Restaurant & Catering is the home of hospitality tech. HRC is firmly established as the only event in the UK to bring together all the leading tech pioneers from within the hospitality industry. If you are on the hunt for transforming tech solutions to help elevate your hospitality business, then attend HRC to meet face-to-face with a range of tech brands and understand how their solutions can help your business succeed in 2024 and beyond. For more information, please visit [www.hrc.co.uk](http://www.hrc.co.uk).



## IDEaS

IDEaS, a SAS company, is the world's leading revenue management software and services provider. Combining industry knowledge with innovative data analytics technology, IDEaS creates sophisticated yet simple ways to empower revenue leaders with precise, automated decisions they can trust. With more than 30 years of expertise, IDEaS delivers revenue science to more than 30,000 properties in 154 countries. Results delivered. Revenue transformed. Discover greater profitability at [ideas.com](http://ideas.com).



## Infor

Infor Hospitality is dedicated to helping industry leaders create a scalable technology platform to unite locations and empower their teams, developing powerful multi-tenant cloud software for hotels, casinos, and restaurant organizations. We work with customers and integration partners in over 135 countries to help them achieve strategic clarity, operational efficiency, consistently superior guest experiences, and maximized revenues. In a constantly evolving industry, our customers are empowered to meet today's challenges and be ready for future ones.



## Prommt

Prommt is revolutionizing the collection of guest payments. Trusted by many of the world's most luxurious hotels, our innovative platform enables bank and card payments via SMS and email, and our API can be integrated to provide web payments. Prommt makes payment collection safer, easier, faster and more cost effective.



## RMS

RMS provides trusted, scalable, cloud technology for managing hospitality accommodation businesses worldwide. With 7,000+ properties, in 70 countries, and 184K global users, our innovative platform enables revenue growth, operational efficiency, and enhanced customer engagement. Experience more bookings, increased revenue, and satisfied guests with RMS.

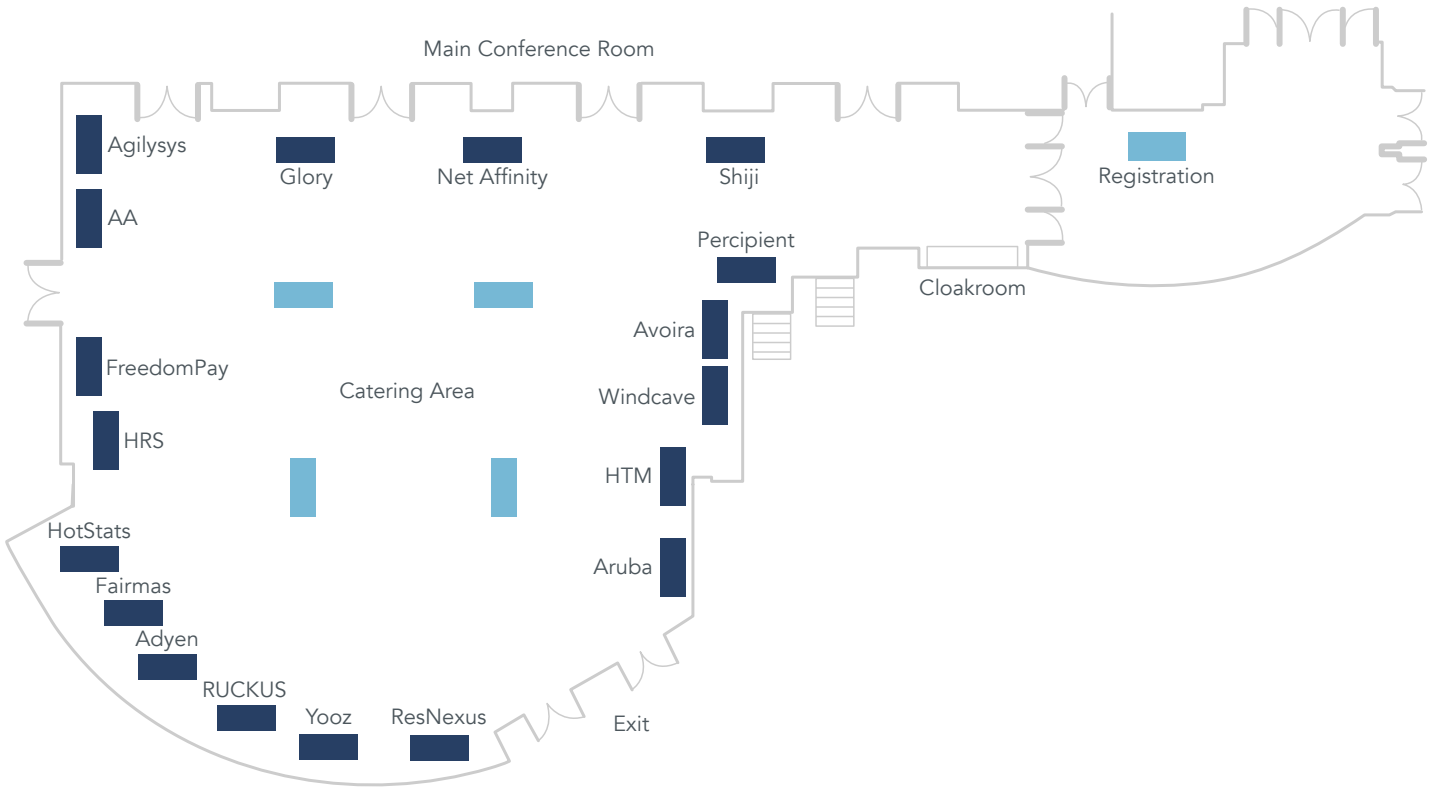


## Yooz

Yooz provides the smartest, most powerful and easiest-to-use cloud-based E-invoicing and Purchase-to-Pay (P2P) automation solution. It delivers unmatched savings, speed and security with affordable zero-risk subscriptions to more than 5,000 customers and 300,000 users worldwide. Yooz's unique solution leverages Artificial Intelligence to deliver an amazing level of automation. Visit us at [getyooz.com](http://getyooz.com).

# Conference Floorplan

Please find below the floorplan of the exhibition hall for HOSPSPACE 2023.



## Event Partners



## Charity Partners



# Exhibitor Listings



## AA Hotel & Hospitality Services

We believe the hospitality industry should always strive for high standards, so we've developed a number of schemes and services to help support hospitality businesses. When you join an AA scheme, we'll work with you to help your business reach its full potential, including a great range of membership benefits.



## Adyen

Adyen is the financial technology platform of choice for leading companies. By providing end-to-end payments capabilities, data-driven insights, and financial products in a single global solution, Adyen helps businesses achieve their ambitions faster. With offices around the world, Adyen works with the likes of Kempinski, Citizen M, Belmond, and Raffles Singapore.



## Agilysys

Agilysys helps properties optimise Return on Experience for guests and staff so they can achieve High Return Hospitality. Agilysys is the only hospitality software provider that synthesises data and workflows to elevate guest experiences, increase wallet share, and provide greater job satisfaction and retention across a singular platform.



## Aruba

Offer your guests a wow experience. Providing personalized guest and staff experiences require secure, seamless, and scalable high-performing connectivity. Aruba can help you make guest experiences richer from edge to cloud, enable digital transformation to drive new services, automate network and provide robust management tools for IT staff, ensure that all devices, users, and things are profiled and correctly assigned network access.



## Avoira

With nearly 50 years' experience, Avoira has a deep understanding of the unique needs and challenges facing hotels, allowing them to tailor their ICT solutions to meet these specific requirements. This contributes to the hotel industry's ability to provide innovate new services and experiences to their guests in a digital world.



## Fairmas

Fairmas is one of the leading software companies for hotel industry software with offices in Germany, Spain & Canada. Fairmas' product portfolio includes a Hospitality Financial BI solution consisting of various modules for planning, reporting, and controlling, to support hotel businesses in achieving their financial goals and increasing their profit.



## FreedomPay

FreedomPay is The World's Open Payment Platform, revolutionising existing payment systems and processes from legacy to leading edge while being the premier choice for many of the largest hospitality companies across the globe. FreedomPay's secure technology has been purposely built to deliver rock solid performance in highly complex hospitality commerce environments.

# Exhibitor Listings



## Glory

GLORY provides secure, efficient, cash automation solutions to improve staff productivity, speed up the transit of cash, reduce cash losses, increase security, and maximise operational efficiency. From Front of House, to Back office, to Head Office, GLORY's solutions deliver improved financial control, efficiency, and visibility across your hotel business.



## HotStats

HotStats, a global benchmarking company, provides specialized performance analysis and a profit tool to analyze financial and operational data from diverse hotels worldwide. It offers valuable insights to hotel stakeholders, comparing financial performance and 500+ KPIs against the competition—an invaluable resource for strategy, strategic decision-making, and investment evaluation.



## HRS

HRS Hospitality & Retail Systems is a renowned global company providing leading IT solutions for the Hotel, Restaurant, Café, and retail industries. Oracle Hospitality's largest partner worldwide, we support 12,000 customers across 90 countries with innovative systems and solutions, Property Management, POS, Spa & Guest Activities, Golf, Payments and more.



## HTM

HTM is UK-based a leading provider of technology solutions to the hospitality industry. With over 25 years of experience, HTM has established as a trusted partner for hotels of all sizes and types. Providing a five-star service, with on-call engineers and 24/7 monitoring and support. HTM can deliver and monitor a wide range of solutions such as: IT network infrastructure and Wi-Fi, Telephony Systems, TV & Casting, Messaging and Alerts Systems, IT Support, Hospitality Robotics and Digital Signage Solutions.



## Net Affinity

Net Affinity simplifies the lives of hoteliers by delivering commercial success through direct bookings for Independent, Resort and Group hotels. Our platform uses the latest booking engine technology on the market, driving a rapid increase in direct business and enabling hoteliers to focus on creating the best guest experience possible.



## Percipient

Based in the UK, Percipient is proud to be recognised as a multi-award-winning Sage partner, utilising Sage Intacct's world-class cloud financial management software, to help hoteliers work smarter. Whether you operate multi-property hotels, restaurants, spa resorts, or other hospitality organisations, a Sage Intacct solution from Percipient will help you see the bigger picture.



## PicPR

PicPR is an award-winning communications agency that specialises in hospitality. Delivering a range of services, including PR, video, photography, social media and copywriting, its client base consists primarily of luxury boutique hotels and small groups, whilst it also supports a range of ancillary hospitality businesses – including HOSPA.



# Exhibitor Listings



## ResNexus

ResNexus provides more reservations with our innovative booking software & integrations TRUSTED BY THOUSANDS OF HOTELIERS Making an online reservation should be visually appealing and intuitive, and that's exactly what the ResNexus booking engine does. Clearly display your gorgeous property and availability, and make add-on product recommendations on the retail sidebar. Expand your reach with seamless OTA connections to Google, TripAdvisor, Booking.com, Expedia, Airbnb, VRBO, & more!



## RUCKUS

RUCKUS delivers purpose-driven networks that offer the best possible performance for the unique needs of the hospitality industry. Together with our network of trusted go-to-market partners, we empower hospitality brands to deliver a differentiated level of connectivity to their guests and employees, no matter what. Because when "good enough" networking just isn't good enough, hospitality leaders turn to RUCKUS.



## Shiji

Shiji Group is a global network of technology platforms and solutions for the hotel, retail, food service, and entertainment industries. Since 1998, Shiji Group has provided hotel management tools, F&B and retail systems, payment gateways, online distribution, and more to over 91,000 hotels, 200,000 restaurants, and 600,000 retail outlets.



## Windcave

Windcave is a high-growth, innovative global leader in payment technology. Delivering a range of secure solutions to Corporate, Banking and SME clients with our PCI DSS compliant payments solutions. Established in 1997, Windcave now provides a global end to end payment solution across all payment channels from Online, In-store, Unattended and Merchant Services . We work with 100's of hotels to offer a streamlined feature rich solution through our integration with market leading partners.



## Yooz

Yooz provides the smartest, most powerful and easiest-to-use cloud-based E-invoicing and Purchase-to-Pay (P2P) automation solution. It delivers unmatched savings, speed and security with affordable zero-risk subscriptions to more than 5,000 customers and 300,000 users worldwide. Yooz's unique solution leverages Artificial Intelligence to deliver an amazing level of automation. Visit us at [getyooz.com](http://getyooz.com).

# Celebrating Hospitality

We talk to Chris Stock, Managing Director of Percipient, on how things have changed in the technology world in the two decades since the business was founded.



**Q: So Chris, thanks so much for chatting with us today, I know this year is turning out to be a particularly busy one for you guys. Not only have you restructured to focus solely on Sage Intacct, but Percipient celebrated 20 years of being in business. Two decades is a long time in the technology world, how has your business changed in that time?**

It hardly seems possible that we have celebrated our 20-year anniversary as a company. It's a real landmark and I'm incredibly proud to be where we are. The business started in recognition of the fact that we felt we could offer a better level of customer service than existing market players, through quality people and the right culture. With our focus firmly rooted in the delivery of best-in-class business software to the hospitality industry, combined with the best consultants to match, we truly understand the dynamics, nuances and challenges facing the sector.

There's no question that our hospitality

customers have had a rough ride over the past four years, and with the cost-of-living crisis squeezing consumer spending, there is still much to navigate. However, they are embracing digital as a lever for performance, and innovation to carve out competitive advantage, and that's where we play a pivotal role.

One example of this is the holiday and marina park business, Lakeland Leisure Estates, which, having recently moved to Sage Intacct, brought us on board as a support partner, where we helped integrate all of its core systems via Percipient's Cloud Connect. As well as benefitting from huge time savings, and automation to drive speedy information flow, the team has access to greater intelligence from which to run the business and can record high levels of data granularity about its boats or lodges to improve both service levels and profitability at the same time. Their FD was incredibly complimentary about our team, attributing the many business benefits they're now seeing to our in-depth understanding of the industry, down to the nuts and bolts of the sector, underpinned by our best practice model.

Another is the iconic Manchester-based hotel The Lowry, which echoes this sentiment, attributing its ability to make faster, more informed decisions to capitalise on new opportunities, mitigate risk, and deliver the high standards which are synonymous with its brand, to the

intelligence, automation and integration facilitated by Sage Intacct.

The fact that The Lowry has become our 50th Sage Intacct customer and 30th in the hospitality sector, is a testament to our reputation and success in the industry since we became a Sage Intacct partner in late 2019.

In a similar vein, The Other House, which is a new concept combining home comforts and apartment-style living with hotel-style services, came to us with a need for a platform to integrate all of its key systems, deliver high-level business insights, and support the lifestyle brand's plans to open 15 sites in the next few years. Having selected Sage Intacct based on the fact it was the best system on the market, The Other House is benefitting from automation across the entire business. Because of the impressive integration via APIs, business users can view pretty much anything via an easy-to-navigate dashboard, daily, weekly, monthly, or by any other configuration they choose. This unprecedented level of speed and intelligence means that the team there can distil key data in minutes rather than days.

Our products have inevitably evolved during the last decade or so, and our partnership with Sage has resulted not only in an abundance of customer successes but a series of award wins too, most recently for Industry Specialist Partner of the Year UKI.

**“There's no question that our hospitality customers have had a rough ride over the past four years, and with the cost-of-living crisis squeezing consumer spending, there is still much to navigate. However, they are embracing digital as a lever for performance, and innovation to carve out competitive advantage, and that's where we play a pivotal role.”**

**Q. So what is the secret ingredient behind your success would you say?**

Without question, the key to our success is our people. We pride ourselves on having a friendly, open, dedicated culture, and our customers place a lot of value on this, particularly when it comes to synergies and working relationships. I wholeheartedly believe that if you look after your people, they will look after your customers, and by ensuring each and every one of our team members feels truly valued, we are able to consistently exceed expectations. The team has seen somewhat of a restructure over the last seven years as we harness this sentiment and build a platform to scale and we're currently in the very best shape to embrace what is yet to come.

**Q. What lessons have you learned over the years and what one thing has changed the way you work?**

That's a really good question as there are always learnings on any journey, and I think it's important to recognise that. The changes we have adapted to during the last three years or so have proved that we always need to be ready to learn new ways of doing things, and I think the fact that we feel very much like a 20-year-old start-up, is a testament to this. Being ready to embrace change and deliver services and products which are aligned to where the market is currently, is everything right now.

**Q. How important is cloud as we look ahead to 2024 and beyond?**

Well, 20 years ago, when I started the business, the cloud was, while present in the likes of Hotmail, pretty much uncharted as a model for business software delivery.

Fast forward to today, and the cloud is at the absolute core of what we do, as customers recognise the benefits of greater scalability and security; lower TCO and risk; and ease of use. This shift is reflected in our recent sale of our Sage X3 business, which will allow us to channel even greater focus into our Sage Cloud business, as the success of Sage Intacct continues to gain momentum.

Looking ahead to 2024, there is a

“Without question, the key to our success is our people. We pride ourselves on having a friendly, open, dedicated culture, and our customers place a lot of value on this, particularly when it comes to synergies and working relationships. I wholeheartedly believe that if you look after your people, they will look after your customers, and by ensuring each and every one of our team members feels truly valued, we are able to consistently exceed expectations.”

genuine vibe and sense of excitement at where we are currently as a business. As the hospitality industry increasingly points to intelligence, automation, and integration as prerequisites for their cloud deployments, Sage Intacct delivers this in abundance, supporting true collaboration, and scale for growth. Our customers continue to effervesce about its capabilities which is a testament to its reputation as a world-class, modern platform.

We're looking forward to seeing more and more innovation as the industry seeks to carve out new opportunities and avenues for revenue growth against a backdrop of squeezed consumer spending. And crucially, we are investing in our people as the enablers and supporters of this innovation, encouraging long-term relationships with our hospitality customers which will reap rewards for the years ahead.





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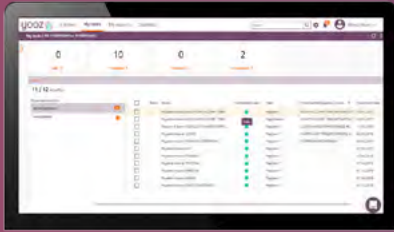






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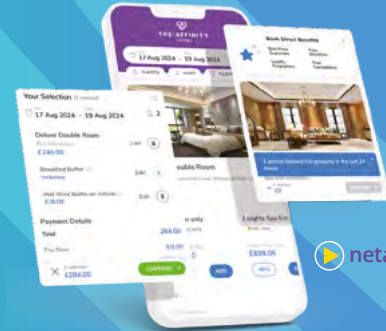
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# A Seamless Connection

Welcome to the world of hospitality, where exceptional guest experiences are the cornerstone of success.

In this article, we will explore how RUCKUS Networks is revolutionising the hospitality industry by providing cutting-edge technology and an unwavering commitment to customer satisfaction. With their innovative solutions, RUCKUS Networks is redefining what it means to provide seamless connectivity and elevate guest experiences.

## Unleashing the Power of Connectivity

In today's digital age, guests expect nothing less than fast, reliable, and secure Wi-Fi connectivity during their stay. RUCKUS Networks understands this demand and has developed advanced Wi-Fi and switching connectivity technologies specifically tailored for the hospitality industry. By leveraging their expertise, RUCKUS Networks ensures that guests can effortlessly connect to the internet, stream content, and stay connected with their loved ones, enhancing their overall experience.

## Seamless Integration of IT and OT

The convergence of IT (Information Technology) and OT (Operational Technology) is a game-changer for the hospitality industry. RUCKUS Networks excels in seamlessly integrating these two domains, allowing hotels to streamline their operations and enhance guest experiences. By integrating systems such as property management, guest authentication, and IoT devices, RUCKUS Networks enables hotels to deliver personalised services, optimise resource allocation, and improve overall operational efficiency.

## Unleashing the Potential of IoT

The Internet of Things (IoT) has opened up a world of possibilities



for the hospitality industry. RUCKUS Networks understands the importance of IoT integration and offers solutions that enable hotels to leverage this technology to its fullest potential. From smart room controls to personalised guest experiences, RUCKUS Networks empowers hotels to create a connected environment that enhances guest comfort and convenience. By seamlessly integrating IoT devices with their robust network infrastructure, RUCKUS Networks enables hotels to automate processes, monitor energy consumption, and deliver personalised services that exceed

guest expectations.

## Harnessing the Power of Analytics

In the hospitality industry, data is king. RUCKUS Networks recognises the value of data-driven insights and offers powerful analytics tools that provide hotels with valuable information about their network performance, guest behaviour, and operational efficiency. With RUCKUS Analytics, hotels can gain deep visibility into their network, identify bottlenecks, and make informed decisions to optimise

**“In the hospitality industry, data is king. RUCKUS Networks recognises the value of data-driven insights and offers powerful analytics tools that provide hotels with valuable information about their network performance, guest behaviour, and operational efficiency. With RUCKUS Analytics, hotels can gain deep visibility into their network, identify bottlenecks, and make informed decisions to optimise their infrastructure and enhance the guest experience.”**

their infrastructure and enhance the guest experience. By leveraging these insights, hotels can tailor their services, improve operational efficiency, and ultimately drive guest satisfaction.

## Safety, Security, and Loss Prevention

In an industry where guest safety and security are paramount, RUCKUS Networks goes above and beyond to provide robust solutions that ensure a secure environment. From advanced firewall protection to secure guest access, RUCKUS Networks prioritises the safety and privacy of guests and their data. By implementing RUCKUS Networks' solutions, hotels can mitigate security risks, prevent unauthorised access, and protect sensitive information, providing guests with peace of mind during their stay.

## Driving Revenue Generation and Cost Reduction

RUCKUS Networks understands that a successful hospitality business is not just about providing exceptional guest experiences but also about

maximising revenue and minimising costs. With their innovative solutions, RUCKUS Networks enables hotels to generate revenue through value-added services such as premium Wi-Fi access, personalised marketing campaigns, and targeted promotions. Additionally, their network optimisation tools help hotels reduce operational costs by identifying inefficiencies, optimising resource allocation, and minimising downtime. By leveraging RUCKUS Networks' solutions, hotels can achieve a balance between guest satisfaction and financial success.

## Case Study: Royal Garden Hotel, London

To illustrate the transformative impact of RUCKUS Networks in the hospitality industry, let's take a look at the success story of the Royal Garden Hotel, London. Prior to implementing RUCKUS Networks' solutions, the Royal Garden Hotel, London faced numerous connectivity issues, resulting in dissatisfied guests and negative reviews. However, after partnering with RUCKUS Networks, the Royal Garden Hotel, London experienced a significant improvement in their network

performance. Guests were delighted with the seamless connectivity, fast internet speeds, and reliable Wi-Fi coverage throughout the property. As a result, the Royal Garden Hotel, London saw an increase in guest satisfaction scores, positive online reviews, and repeat bookings, ultimately leading to improved revenue and brand loyalty.

## Conclusion

In today's hyper-connected world, providing exceptional guest experiences is no longer a luxury but a necessity for the hospitality industry. RUCKUS Networks understands this demand and offers a comprehensive suite of solutions that enable hotels to deliver seamless connectivity, personalised services, and enhanced operational efficiency. By leveraging RUCKUS Networks' cutting-edge technology, hotels can elevate their guest experiences, drive revenue generation, and stay ahead of the competition. With RUCKUS Networks as their trusted partner, hotels can confidently embrace the digital transformation and create unforgettable moments for their guests.





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HPE aruba  
networking

## Why hoteliers choose HPE Aruba Networking

HPE Aruba Networking solutions provide a seamless personalized guest experience by supporting more IoT devices and increasing operational efficiency to drive digital transformation in hospitality venues.

### Top lodging technologies that guests demand

91%

Expect Free Wi-Fi

70%

Require smart TVs/content streaming inside guestrooms

50%

Want personalized service based on their purchase history

64%

Search for in-hotel locations with location-based integration<sup>1</sup>



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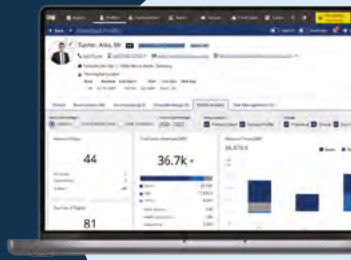
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# The End of Magnetic Cards



It's time to prepare a eulogy to the magnetic stripe card.

For a decade I have been preparing for the long-predicted end of mag card lock systems. Hoteliers have hung onto their systems for as long as possible, but they will now be forced to upgrade as all the electronic lock suppliers have ended support for their legacy mag card systems.

This means countless hoteliers are in a precarious position operating lock systems that are unreliable, unsecure and lacking any support.

The time is nigh for senior decision makers, they need to start planning for significant capital expenditure and the

implementations that they will have to carry out. It is advisable to start preparing now as there is going to be a rush for the exits!

Failing legacy mag card systems with no upgrade path and rising guest expectations will mean that operators will find it almost impossible to operate their hotels within the next 2 years if they don't make the move to the next generation of RFID locks.

The next generation of hotel door locking solutions such as "Opendoor" enables the use of guests' Smartphones to gain entry to their rooms. For guests weary of long queues at reception after

a lengthy journey, Smartphone Access to their rooms is the silver bullet we have all been waiting for.

**Andrew Evans, Keystep Solutions**

Andrew is the CEO of Keystep Solutions, providers of Electronic Lock Solutions and Digital Key to hospitality companies around the world. Keystep have shattered the stagnation and lack of customer service that has dominated the sector for decades. Keystep were the first company to fit Bluetooth Low Energy (Bluetooth LE) as standard in all its locks and offer an industry leading 3-year warranty.



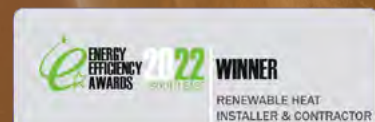
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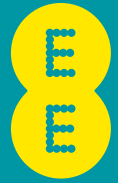
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We've stepped away from the conventional transactional recruitment process and focus on building strong long-lasting relationships with our clients, candidates, and wider industry. We have become recognised for our thought leadership helping to drive true positive change in our industry as well as our dedicated work over the years with some of the leading hospitality focused universities and institutes to drive awareness to the next generation of hoteliers and commercial leaders.

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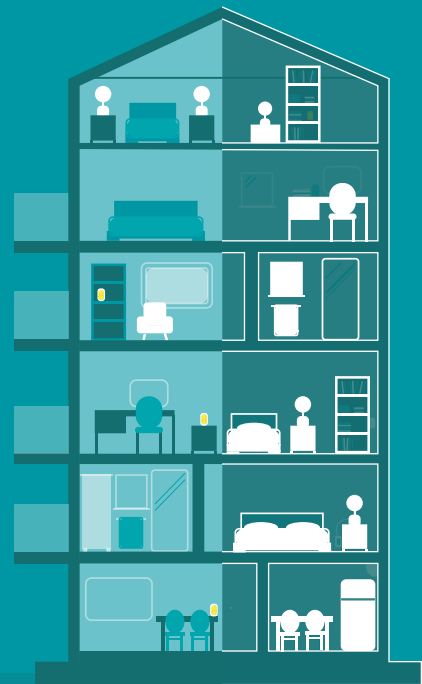
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# Inspirational Leader Awards - The Shortlisted Candidates

We're delighted to announce that we'll once again be announcing our Inspirational Leader of the Year Awards at HOSPACE 2023.

**H**OSPA would like to say a massive thank you to every single person who took the time to submit an award application. Since nominations first opened, the team has received entries from all corners of the UK hospitality industry, in all five categories.

The shortlisted entrants are as follows:

This year's awards ceremony will take place during HOSPACE's Gala Awards Dinner tonight.

If you have not already booked your ticket, there may still be time. Please contact the HOSPA team at [hospa@hospa.org](mailto:hospa@hospa.org).

## Inspirational Technology Leader

- **Jon Davis**  
The Ivy Collection, Caprice Holdings Ltd
- **Manoj Kumar**  
Imperial London Family of Hotels
- **Shane Doyle**  
Leonardo Hotels UK & Ireland

## Inspirational Marketer

- **Kasia Rudnik**  
The Set Collection
- **Laura Golder**  
Marriott International
- **Precious Sweta**  
The Wesley Hotels, Euston & Camden

## Inspirational Finance Leader

- **Andrew Robb**  
RBH Hospitality Management
- **Declan Gallagher**  
Leonardo Hotels UK & Ireland
- **Paul McCarthy-Smith**  
Rocco Forte Hotels



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## Inspirational Revenue Manager

- **Chris Martin**  
RBH Hospitality Management
- **Inna Nekrassova**  
The Lanesborough, Oetker Collection
- **Jodie Wilson**  
Crerar Hotels

## Inspirational Sustainability Leader

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Royal Lancaster London
- **Susan Bland**  
RBH Hospitality Management
- **Warren Campbell**  
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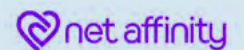


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